

MOTOR VEHICLE CLERK

DISTINGUISHING FEATURES OF THE CLASS:

This position is responsible for the performance of clerical support functions involved in the processing of licenses and registering of vehicles in the Department of Motor Vehicles. The position involves receiving application material from the public to process under the rules and regulations of New York State Motor Vehicle Law. In addition, an incumbent may be assigned specific areas of office responsibility such as enforcement duties (i.e., suspension and revocation of licenses and registrations), customer service, ordering of office supplies, balancing and accounting for monetary receipts, processing monthly requisitions, and overseeing the license plate room. In addition, the incumbent is required to operate office equipment and perform clerical and routine office work. The position differs from Program Assistant in that the principal focus of the work is the processing of paperwork and collection of fees associated with motor vehicle licensing and registration. Initially, the employee's work will be directly supervised and reviewed to be sure the employee is learning and applying rules and procedures of the office. As job familiarity increases, the employee will have leeway for completing work assignments independently under the prescribed procedures. This position would be expected to assist in training new employees in office procedures and functions.

TYPICAL WORK ACTIVITIES:

The following is indicative of the level and types of activities performed by incumbents in this title. It is not meant to be all inclusive and does not preclude a supervisor from assigning activities not listed which could reasonably be expected to be performed by an employee in this title.

1. Reviews and processes applications for all types of licenses and registrations;
2. Checks supporting documents such as proof of ownership, proof of age, conviction records, insurance coverage, vehicle inspection, etc., for accuracy and completeness of information required;
3. Verifies data from original documents and advises customer if and what additional information is required; inputs into computer terminal for processing;
4. Reviews sales tax documents and amounts submitted; checks for differing rates by geographic location; ensures taxes are collected in accordance with tax regulations;
5. Ensures all motor vehicle documents are processed sequentially and accounted for at end of day;
6. Computes, receives, and accounts for license and registration fees and vehicle sales taxes;
7. When assigned cashiering responsibilities, balances cash receipts with issuances on a daily basis;
8. Schedules and conducts vision and written tests and schedules road tests.

MOTOR VEHICLE CLERK (CONT'D)

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of documentation required to meet the regulations for processing licenses and vehicle registrations according to New York State Motor Vehicle Law;
Knowledge of regulations and procedures for issuing licenses and registrations for motor vehicle operation and ownership;
Knowledge of arithmetic to perform cash transactions and balance receipts at end of day;
Knowledge of customer service practices necessary for interacting with staff and the public;
Knowledge of automated on-line motor vehicle system to enter and retrieve information in a variety of formats;
Ability to interact with a variety of people for the purpose of exchanging information concerning programs;
Ability to use independent judgment in applying rules and regulations to specific cases;
Ability to recognize inconsistencies, omissions and errors in applications and various forms of documentation;
Personal characteristics necessary to perform the duties of the position;
Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

Graduation from high school or possession of a high school equivalency diploma and two years of full-time clerical work experience which involved public contact.

NOTE: College education may be substituted for work experience on a year for year basis (30 credits equal to one year).

SPECIAL REQUIREMENTS:

1. **CITIZENSHIP:** United States Citizenship is required.
2. **FINGERPRINT/BACKGROUND CHECKS:** A prospective employee is required to undergo a State and FBI fingerprint based criminal history background check, as required under an agreement between the Department of Motor Vehicles and the Federal Department of Homeland Security, and such search must indicate that the prospective employee has not been convicted of, or charged with, a disqualifying offense as set forth in [49 CFR 1572.103](#).
3. Candidates must indicate keyboarding ability; i.e., courses in keyboarding or keyboarding work experience.

CL3443

ADOPTED: 07/03/99

REVISED: 06/18/08 08/01/12 8/19/2016